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February 1, 2012

VIA ECFS AND OVERNIGHT DELIVERY

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

ATTN: Consumer and Governmental Affairs Bureau

*RE: Hancock, Jahn, Lee & Puckett, LLC d/b/a Communication Access Ability Group
("CAAG") Notice of Involuntary, Unforeseen Service Interruption*

Dear Ms. Dortch:

Pursuant to Section 64.606(h)(3)¹ of the Commission's rules, as amended, Hancock, Jahn, Lee & Puckett, LLC d/b/a Communication Access Ability Group ("CAAG") hereby notifies the Commission's Consumer and Governmental Affairs Bureau of an involuntary, unforeseen service interruption due to circumstances beyond CAAG's control.

CAAG VRS experienced a brief service interruption on January 31, 2012, between 5:16 a.m. and 5:59 a.m. CST. During testing, an upgrade to the ACD system was found to have a potential error. The ACD platform vendor's re-installation of the prior software version resulted in interpreter stations going offline temporarily. CAAG has communicated with the ACD platform vendor and corrective processes have been adopted to avoid a reoccurrence. Notification of the service interruption was provided on CAAG's website. A review of the gateway and the video and audio trunks indicates there were no calls to the center during the service interruption.

Any questions may be directed to Mr. Everett Puckett at (713) 807-1176.

Sincerely,

Kathleen M. LaValle

cc: Gregory Hlibok, Chief, CGB Disability Rights Office (via email)

¹ 47 C.F.R. § 64.606(h)(3).